

Encore Health Resources Company Fact Sheet

ABOUT ENCORE

Houston-based Encore Health Resources (Encore) provides world-class industry experts to the healthcare industry. Our experienced healthcare team has specialized knowledge of the industry's major clinical and business applications. We understand the need to do more than just capture data – our services are focused on producing real information and knowledge that can enhance an organization's ability to perform.

Encore was founded by the team that brought process innovation to the health information technology (HIT) industry. This team has been involved in the process side of HIT and EMRs since the early 90s and invented a process-based EMR implementation methodology and associated tools. These tools incorporate process redesign with application capabilities to drive user adoption and assimilation of technology into new processes. This methodology was developed, refined, and improved based on real-world experiences and best practices over 15 years. Our success and track record was validated by ranking #1 for Clinical Implementations in the KLAS report several years in a row.

Established by Ivo Nelson and Dana Sellers, Encore's leadership has extensive experience supporting the IT needs of large healthcare systems. This experience gives Encore a unique understanding of the skills and services necessary to support today's healthcare technology systems in large academic medical centers, integrated delivery networks and specialty hospitals.

Encore's primary focus is on our clients. We will serve as a trusted advisor to our clients by delivering the highest quality services and always maintaining 100% client referenceability.

OUR VISION

To build a global healthcare consulting firm that serves as a trusted partner for its clients and is known for its commitment to high quality.

OUR CAPABILITIES

Today, the healthcare industry is under significant pressure to manage costs and quality in a rapidly evolving market. Healthcare technology is fundamental for providers to successfully respond to these changes. But automating processes and creating more data will not be enough. It will require a deliberate focused effort to build out the right foundation with the right data and right tools in order to create the timely, high value, actionable information decision makers will need to drive change and transformation. Additionally, these same technologies are required for hospitals and physicians to participate in the HITECH Act included in the American Recovery and Reinvestment Act (ARRA) of 2009.

OUR TEAM

Encore consultants have the full spectrum of industry and application knowledge. They specialize in clinical, technical, healthcare operations, and information management. They have the skills and capabilities required to assist hospital and physician practice organizations to successfully plan for and implement today's health information technology. Nearly half of our consultants are licensed clinicians.



Data. Information. Knowledge.

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OUR SERVICES

Since its inception, Encore has met with CIOs and industry friends across the country. In each meeting, we've asked them about the challenges faced by today's healthcare IT executives. The feedback and advice we received have led us to focus our services in four key areas:

Project Management

- ✓ Senior, experienced consultants who can take on a challenge – whether part of a project or a large, long-term initiative
- ✓ Operationally knowledgeable

IT Strategic and Advisory Services

- ✓ IT strategic planning and validation
- ✓ IT governance
- ✓ Interim CIO
- ✓ Acquisition, divestiture, and restructuring support
- ✓ Outsourcing assessment, management, and contractual support

Data Analytics and Reporting

- ✓ Vision and strategy for data aggregation
- ✓ Stakeholder engagement and governance

Clinical Strategies and Implementations

- ✓ CPOE standardization and implementation
- ✓ Large and small physician practice EMR implementations
- ✓ Large-scale inpatient clinical documentation and orders implementations
- ✓ Clinical department process redesign
- ✓ Physician-specific system support models